

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 08/07/2024

FORM APPROVED

OMB NO. 0938-039

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER 155761		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 07/10/2024	
NAME OF PROVIDER OR SUPPLIER BROWNSBURG MEADOWS				STREET ADDRESS, CITY, STATE, ZIP COD 2 E TILDEN BROWNSBURG, IN 46112			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIE (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETION DATE
F 0000 Bldg. 00	<p>This visit was for the Investigation of Complaints IN00432830 and IN00438334.</p> <p>Complaint IN00432830 - No deficiencies related to the allegations are cited.</p> <p>Complaint IN00438334 - Federal/State deficiencies related to the allegations are cited at F584.</p> <p>Survey dates: July 9 and 10, 2024</p> <p>Facility number: 011367 Provider number: 155761 AIM number: 200851590</p> <p>Census Bed Type: SNF/NF: 114 SNF: 22 Total: 136</p> <p>Census Payor Type: Medicare: 22 Medicaid: 85 Other: 29 Total: 136</p> <p>These deficiencies reflect State Findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>Quality review was completed on July 15, 2024.</p>			F 0000	<p>This provider respectfully requests that the 2567 Plan of Correction be considered the letter of credible allegation and requests a desk review in lieu of a Post Complaint Survey Revisit on or after.</p>		
F 0584 SS=E Bldg. 00	<p>483.10(i)(1)-(7) Safe/Clean/Comfortable/Homelike Environment §483.10(i) Safe Environment. The resident has a right to a safe, clean, comfortable and homelike environment,</p>						

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 30 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>including but not limited to receiving treatment and supports for daily living safely.</p> <p>The facility must provide-</p> <p>§483.10(i)(1) A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.</p> <p>(i) This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk.</p> <p>(ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or theft.</p> <p>§483.10(i)(2) Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior;</p> <p>§483.10(i)(3) Clean bed and bath linens that are in good condition;</p> <p>§483.10(i)(4) Private closet space in each resident room, as specified in §483.90 (e)(2) (iv);</p> <p>§483.10(i)(5) Adequate and comfortable lighting levels in all areas;</p> <p>§483.10(i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81°F; and</p> <p>§483.10(i)(7) For the maintenance of comfortable sound levels.</p> <p>Based on interview, observation, and record review, the facility failed to ensure residents'</p>			F 0584	what corrective action(s) will be accomplished for those		07/26/2024

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	<p>rooms and bathrooms were cleaned daily and the residents' shower rooms were kept clean and uncluttered for 3 of 4 shower rooms observed. This had the potential to affect 136 of 136 residents who resided in the facility.</p> <p>Findings include:</p> <p>During an interview Resident B's family member, on 7/9/24 at 10:36 a.m., indicated housekeeping services were not provided on a regular basis.</p> <p>On 7/10/24 at 10:17 a.m., Resident F's family member indicated she visited her husband daily. The resident's room and bathroom were not cleaned routinely. She had complained about the uncleaned room and bathroom previously, in March 2024, during a care plan meeting and had filed a grievance, on 6/3/2024, about the cleanliness of the resident's room. The next day, on 6/4/24, the room and bathroom were cleaned. Now, on the floor, there was dirt, dust, debris and the toilet in the bathroom was also dirty. Resident F and his roommate, Resident H, were bedridden and did not use the toilet, but occasionally the residents' wives used the toilet. It had been a couple of weeks since the room and bathroom had been cleaned. The resident's bed had food crumbs and dirt debris underneath his bed and on the floor throughout the resident's room and bathroom. The daily routine cleaning of the resident's room and bathroom would be nice.</p> <p>On 7/10/24 at 11:10 a.m., the Executive Director (ED) was observed mopping the 300-hallway. The ED indicated his floor technician had called in sick today and the ED had seen the 300-hallway had dust and debris on it, so he decided to mop it himself. The residents' rooms and bathrooms should be cleaned daily.</p>				<p>residents found to have been affected by the deficient practice; Resident B, Resident F and Resident H rooms were thoroughly cleaned by housekeeping staff. The 200-hall shower, the 400-hall shower and the 100-hall shower were decluttered and thoroughly cleaned</p> <p>How other residents having the potential to be affected by the same deficient practice will be identified and what corrective action(s) will be taken;</p> <p>All residents have the potential to be affected by the deficient practice. All rooms were observed for cleanliness by housekeeping supervisor and any concerns were corrected immediately. All shower rooms were observed for cleanliness and any concerns identified were corrected immediately.</p> <p>what measures will be put into place and what systemic changes will be made to ensure that the deficient practice does not recur;</p> <p>Housekeeping supervisor and housekeeping staff were educated on cleanliness of rooms and showers. Nursing staff were educated on cleanliness of shower rooms. ED/designee will round each day to ensure rooms and shower rooms are cleaned. Housekeeping staff will</p>		

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	<p>Resident F's and Resident H's room and bathroom, on 7/10/24 at 11:59 a.m., were observed with paper debris and dust on the floor and under the beds and the toilet was not cleaned.</p> <p>On 7/10/24 at 12:32 p.m., Resident H and his wife were observed in the main dining room for the lunch meal. Resident H's wife indicated she visited with her husband daily and the resident's room and bathroom were not cleaned daily.</p> <p>During an interview with the Housekeeping Supervisor, on 7/10/24 at 2:55 p.m., she indicated housekeeping staff had no set schedule for cleaning, but each housekeeper had room assignments for every day. All the residents' rooms and bathrooms should be cleaned daily, but she did not have enough staff, with one housekeeper on vacation and two others had quit about three weeks ago. She had three new housekeepers coming on, but one just had started yesterday and the other two were still in processing. All the residents' rooms and bathrooms should be cleaned daily. On 7/1/24, she had spoken to the housekeeper for Resident F's and Resident H's room and there had been a miscommunication between the staff and the residents' room got missed for a couple of weeks and did not get cleaned.</p> <p>During an environmental tour with the Housekeeping Supervisor, on 7/10/24 at 3:15 p.m., the 200 front-hall shower room was observed crowded with 13 wheelchairs, a rolling walker, a bariatric toilet riser chair, a standard size toilet riser, soiled towels, and soiled wash cloths, with paper debris, dirt, soap suds, and standing water on the floor. The Housekeeping Supervisor indicated she was unsure why the shower room</p>				<p>complete daily check off to ensure rooms and shower rooms are cleaned per protocol.</p> <p>how the corrective action(s) will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place; and _To ensure compliance, the ED/Designee is responsible for the completion of the Environmental QAPI tool weekly times 4 weeks, monthly times 6 and then quarterly. The results of these audits will be reviewed by the QAPI committee overseen by the ED. If threshold of 95% is not achieved an action plan will be developed to ensure compliance. _ by what date the systemic changes for each deficiency will be completed. After submitting an acceptable Plan of Correction, if it is determined that the correction will not be completed by the date previously submitted, the Division needs to be contacted as soon as possible. The facility will need to submit an amended plan of correction with the updated plan of correction date. 7/26/2024</p>		

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	<p>was so crowded with equipment. The night shift staff were supposed to clean and store the equipment appropriately and not store all the equipment in the shower room. Staff were supposed to take the soiled towels and washcloths to the soiled utility room after completing a resident's shower. The shower room should be cleaned, including swept and mopped daily.</p> <p>During an environmental tour with the Housekeeping Supervisor, on 7/10/24 at 3:24 p.m., the 200 back-hall shower room was observed messy with a used drinking cup at the sink, a dirty toilet, an overflowing trash container, paper debris and dirt on the floor throughout the shower room, a 2 oz bottle of shampoo, a container of clinical prevent silicone cream, a soiled towel, and a used soiled shower chair. The Housekeeping Supervisor indicated staff were supposed to clean the shower room daily, clean the shower chairs after each use, and should have bagged the used bath towel and placed the bag in the linen barrel container.</p> <p>On 7/10/24 at 3:32 p.m., during the environmental tour with the Housekeeping Supervisor, the 300-hall shower room was observed with paper debris and dirt on the shower room floor, a soiled with stool bariatric shower chair, a shower chair placed over the toilet, a soiled mirror, and 2 bottles of shampoo/body wash. The Housekeeping Supervisor indicated staff should have cleaned the shower chairs after every use and the floor should have been swept and mopped. She had deep-cleaned this shower room and the 200-hall back shower room herself, on 7/8/24. The shower room floor and shower stall were dirty and should have been cleaned, swept, and mopped daily.</p>						

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	<p>During the environmental tour with the Housekeeping Supervisor, on 7/10/24 at 3:41 p.m., the 400-hall shower room was observed with paper debris and dirt on the floor and an uncleaned toilet with brown smears on the toilet seat. The Housekeeping Supervisor indicated the housekeeping staff had not gotten to the 400-hall shower room today.</p> <p>On 7/10/24 at 3:56 p.m., during the environmental tour with the Housekeeping Supervisor, the 100-hall shower room was observed with a soiled and broken shower seat chair and was soiled with dirt and grime buildup around and on the toilet.</p> <p>The Housekeeping Supervisor, on 7/10/24 at 4:15 p.m., indicated she did not have a deep cleaning schedule for the shower rooms, but the housekeeping staff were assigned to clean daily the shower room along with their assigned residents' rooms listed on the daily hall cleaning assignment sheets.</p> <p>On 7/10/24 at 4:55 p.m., the ED indicated if a resident or family member had a concern, they could complete a grievance form, which are located at the front desk, at the nurses' stations, or tell a staff member who would complete a grievance form for them and share the concern with the Interdisciplinary leadership team (IDT). When the ED and IDT received a concern, they discussed the concern in the daily morning meetings and figured out a plan to resolve the concern and put a system in place to prevent the reoccurrence of the concern.</p> <p>During an interview, on 7/10/24 at 5:25 p.m., Resident J indicated the facility's shower rooms on the 200-hall were filthy dirty. She had been at the facility for three weeks and had been taking</p>						

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	<p>sink baths in her bathroom, because the shower rooms were so dirty and with dirty shower chairs, dirty floors. The shower rooms were unkept and not cleaned. Resident J was admitted to the facility with open wounds on her feet and did not want to risk an infection from the uncleaned shower rooms. A couple weeks ago, she was with the ED and told him how unkept and filthy the shower room was. Her room nor bathroom had not been cleaned in a couple of weeks.</p> <p>On 7/10/24 at 4:10 p.m., the Housekeeping Supervisor provided and identified an undated document as a current facility policy, titled "Cleaning Guideline (And other pertinent guidelines)." The policy indicated, "...Daily Resident Rooms: ...Clean and disinfect restroom, replenish soap paper towels and toilet tissue, clean/disinfect horizontal surfaces including commonly touch items, clean over bed light and bedside table, remove refuse/clean container/replace liner, sweep and mop floor vacuum carpet if applicable...(Each hall housekeeper should do a minimum of one resident room deep clean including disinfection of mattresses and bed frame per day to assure that all rooms have been deep cleaned each month. Quality control inspection checklist must be filled out and turned into supervisor. Missed rooms will be scheduled for the next day or as assigned)...Daily extra duties for resident rooms and all common areas: ...Monday: High dust room including bathroom, wall hangings, TV's, and ceilings...Tuesday: Wipe down walls where apparent dirt, food debris, etc. is apparent, clean lower doors, clean refuse cans...Wednesday: Clean shelves and furniture (chairs)...Thursday: Wipe down cove base, edging and corner where accessible...Friday: Window treatments including window blinds, and clean/dust windowsill and</p>						

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	heating a/c unit, dust personal effects...Monthly: Verify that all rooms have been deep cleaned...Bi-annually: All privacy curtains washed (or as visually soiled or after isolation precautions have ended). A log sheet should be made to validate completion...." This citation relates to complaint IN00438334. 3.1-9(a) 3.1-19(f)						